

## DISABLED ACCESS INFORMATION 2018

### WELCOME

We aim to make visiting the Harrogate Christmas Market a comfortable and enjoyable experience for people with disabilities and welcome any suggestions for improvements.

### LOCATION

The Market is held on part of the Stray, two hundred acres of cherished grass, flower beds and trees surrounding the centre of Harrogate. The Market site is situated around Montpellier Hill and St Mary's Walk between Bettys Café and the Crown and White Hart Hotels.

### DISABLED PARKING

Holders of Blue Badges are entitled to park free in the many on-street parking bays and the several multi-storey car parks in the centre of Harrogate, but early arrival is advisable to secure a space. The multi-storey car parks have passenger lifts to ground level. Parking on double yellow lines around the Market site is NOT permitted - to allow for emergency access.

### COACHES, TRAINS & SHUTTLE BUS

We make every effort to ensure that pre-booked coaches carrying disabled passengers are given priority dropping-off and picking-up at the bottom of the hill, if we are forewarned. The free shuttle bus service from the Bus & Train Station is operated with easy access buses.

### FOOTPATHS

The whole Market site is accessible with wheelchairs, etc. Whilst most of the stalls are situated on the grass, all of the footpaths in front of the stalls have a hard tarmac surface, sloping slightly in places. The main footpaths have dropped kerbs down to road level. The entrances to the two marquees are ramped but with a low sill within the door-frame.

### DOGS

Dogs are allowed in the open area of the Market provided they are kept on a short lead. Only Guide Dogs are permitted in the Food & Drink Marquee or the Craft & Gift Marquee. Please keep all dogs at a safe distance from the reindeer near to Santa's Grotto.

### DISABLED TOILETS

The nearest public toilets are in Crescent Gardens, situated behind the Crown Hotel. However the management of the nearby Crown and White Hart Hotels have kindly agreed that our disabled visitors may use their disabled customer toilet facilities without charge.

### HOSPITALITY ROOMS *(must be pre-booked)*

The Crown and White Hart Hotels have kindly offered hospitality rooms where groups of visitors can relax and purchase drinks and snacks before or after their tour of the Market.

### PEAK HOURS

The Market is open 10.00-19.00 Thurs & Fri, 09.30-20.30 Sat, and 09.30-17.30 Sunday. Visitors using push chairs, walking frames and wheel chairs, etc., are recommended to come when it is quieter and to avoid the periods when it is often very crowded. The Market is usually busiest on Friday 5-7pm; Saturday 11am-5pm and Sunday 11am-3pm.

### MARKET MAKERS

We have a team of volunteers who live in Harrogate and they will be patrolling the Market to help visitors and traders in any way they can. Look for their yellow sashes "**Here to Help**".

**Compiled by Brian L Dunsby, Organiser**